

Employment Opportunity

Member Services Coordinator

**University of Toronto Mississauga Students' Union
Local 109, Canadian Federation of Students**

Position Type:	Full-time (in-person)
Length of Contract:	One year (with possibility of extension)
Location:	Mississauga, Ontario (University of Toronto, Mississauga campus)*
Application Deadline:	November 23rd, 2023 at 11:59 AM
Start Date:	December 4th, 2023

About Us:

The University of Toronto Mississauga Students' Union (UTMSU) is a not-for-profit student organization based at the University of Toronto Mississauga. The UTMSU represents over 16,000 full-time and part-time undergraduate students and is a local of the Canadian Federation of Students' (CFS). The UTMSU advocates for a free and accessible post-secondary education, provides cost-saving services and runs online and in-person events for members. The UTMSU is in search of a dedicated, creative, and highly motivated individual to act as a Member Services Coordinator for the students' union.

In alignment with our values for inclusivity, it is our aim to have a team that reflects the diversity of the communities we serve. UTMSU provides equal opportunity in employment and encourages applications from all qualified candidates. By valuing a diverse workforce, we enforce hiring practices that are fair and equitable.

About the role:

Reporting to the Executive Director, the Member Services Coordinator manages the delivery of member services provided to the UTMSU membership, such as the Health and Dental plan and Universal Transit Pass. They are also responsible for supervising the operations of the UTM Student Centre on a day-to-day basis, and providing in-person support to students who utilize the building. The Member Services Coordinator will be required to train and manage all Member Service Staff who assist the Member Services Coordinator in their duties.

Finally, the Member Services Coordinator will assist, support, and provide advice to the Executive Committee and other employees of the UTMSU.

RESPONSIBILITIES AND DUTIES

UTMSU Health & Dental Plan:

- Liaise with Green Shield Canada (GSC) and the National Student Health Network (NSHN) on matters pertaining to the UTMSU Health & Dental Plans. The Member

Services Coordinator will be the main contact for all UTMSU members looking for GSC Health and Dental support.

- Be responsible for the operation and promotion of the UTMSU Health & Dental plans to all eligible members. This could include, hosting outreach sessions/seminars, and inviting GSC representatives to engage with UTMSU members as it pertains to additional plan services.
- Ensure that all appropriate plan changes are processed and documented in a timely manner. These plan changes include dependent opt-ins, member opt-outs and manual terminations.
- Respond to all incoming calls and email inquiries from eligible members regarding claim eligibility, reimbursement protocol, and policy limitations.

Universal Transit Pass (U-Pass) Program:

- Establish and maintain positive working relationships with the UTM Administration, MiWay Transit Authority, Metrolinx (PRESTO) and other U-Pass stakeholders to ensure program delivery.
- Assist in the development and distribution of communication materials as they relate to the U-Pass program.
- Manage all escalations and accommodations brought forward by eligible UTMSU members.
- Hire, train and supervise a Seasonal Programs Coordinator to support with daily duties pertaining to the U-Pass program.

Member Services:

- Alongside the VP Internal and General Manager-Operations, the Member Services Coordinator will organize and lead the hiring of all Member Services Staff employed at the infoBooth and Duck Stop Convenience Store.
- Establish training sessions for all Member Services Staff in order to meet the standards of UTMSU and its partners.
- Oversee and assist with daily operations at the infobooth & Duck Stop Convenience Store during hours of operation.
- Manage and maintain adequate inventory at the infobooth, UTMSU Printing Centre, and the Duck Stop Convenience Store.
- Coordinate Member Services Staff schedules and bi-weekly payroll.
- Ensure adequate cash and sale reconciliations on a weekly basis.

Day-to-Day Responsibilities:

- Coordinate all incoming and outgoing UTMSU mail (via campus or external couriers)
- Be responsible for the production and maintenance of all vining keys with access to the UTM Student Centre.
- Organizing food and room/table bookings on campus as requested by the UTMSU Executive Committee.
- Managing all room and table booking requests within the UTM Student Centre made by external vendors.
- Prepare and distribute invoices to sponsors/external vendors as requested by the Executive Committee.

- Maintain and keep inventory of all UTM Student Centre equipment as it pertains to Member Services and UTMSU operations.
- Other related office, administrative, and clerical duties by request of the Executive Committee.

Other Responsibilities

- Manage seasonal Free Tax Clinic for UTMSU membership.
- Log Co-Curricular Record (CCR) participation and correspond with UTM Centre of Student Engagement regarding CCR positions and roles.
- Provide weekly reports to the Executive Committee through the Executive Director.
- Assist with other duties as assigned by the Executive Director

REQUIREMENTS

- A graduate from a college or university program related to Human Resources, Business Administration, Project Management, or have experience in the post-secondary education system
- Highly preferably 2-3 years of professional experience in customer service, operational management, or related fields.
- Experience leading and training a diverse team of staff
- Proven excellent verbal and written communications skills in English with the ability to write for a variety of audiences and platforms.
- Exceptional organizational and time management skills, with the ability to meet quick deadlines.
- Excellent interpersonal, decision-making, facilitation, and communication (verbal & written) skills
- Proven ability to develop relationships with key stakeholders to establish trust, credibility, and respect
- Advanced administrative competence with programs, such as; Word, Excel, PowerPoint, Zoom, Outlook, Gmail, POS systems, ect.
- A strong understanding of the aims and goals of students' unions and the student movement will be considered an asset.
- Familiarity with working within a non-profit organization will be considered an asset.
- Dedication, commitment and a willingness to work overtime and flexible hours.

COMPENSATION

Salary: starting at \$50,000.00, plus a comprehensive benefits package.

PLEASE NOTE: UTMSU is an independently incorporated organization working within the University of Toronto community. This position is **NOT** a University of Toronto staff position

APPLICATION INSTRUCTIONS

Please apply by email with the following to demonstrate your skills:

- Cover Letter
- Resume

How to Apply:

Please send your resume by November 19th, 2023 at 11:59 AM to the attention of Yongxin (John) Liang at jobs@utmsu.ca.

The presentation and comprehensiveness of your application will be seriously evaluated. Please do not telephone. However, feel free to follow-up via email. Only applicants selected for an interview will be contacted.

ATTN: Yongxin (John) Liang – Vice President Internal
University of Toronto Mississauga Students' Union
1815 Inner Circle Road • Mississauga, Ontario • L5L 1C6
E-mail: jobs@utmsu.ca

The University of Toronto Mississauga Students' Union is committed to employment equity and encourages applications from members of diverse communities including: Aboriginal people, persons of color, persons with disabilities, members of the queer communities, trans people and women. Please note that UTMSU is an independently incorporated students' union operating within the University of Toronto community; this is not a University of Toronto position.